

Service Desk Answer Rate Information Technology



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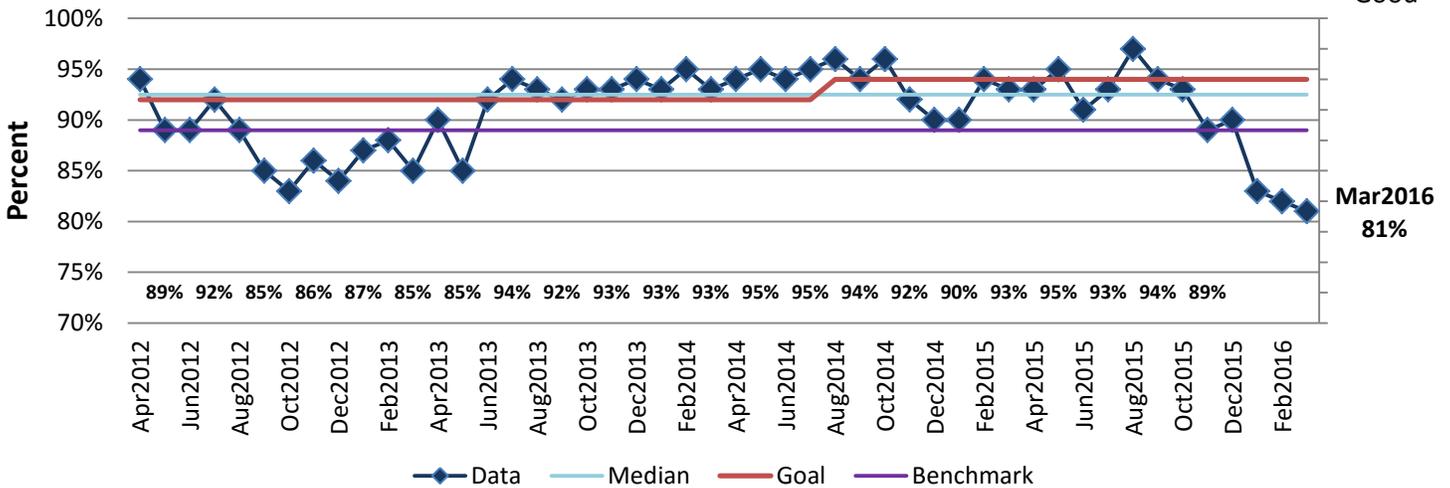
Process: Service Operation

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 89% Answer Rate Goal: The Service Desk should answer greater than 94% of the calls received before the user hangs up. Benchmark: 89% Calls Answered	Data Source: SD Daily Activity Report Goal Source: Historical Data Benchmark Source: HDI	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Dividing the calls that enter our queue and leave before being answered by the total number of calls received. Why Measure: To ensure availability to have service issues addressed. Next Improvement Step: Continue on the path we are on and monitor historical data for changes in call patterns.

How Are We Doing?

Apr2015-Mar2016 12 Month Goal	Apr2015-Mar2016 12 Month Actual		Mar2016 Goal	Mar2016 Actual	
94%	90%		94%	81%	
Percent	Percent		Percent	Percent	

Service Desk Answer Rate



Brainstormed Root Causes

- * Issues related to staffing challenges
- * Influx of tickets due to implementation of new systems and initiatives